Pearson BTEC Level 3
Nationals Extended Diploma

Information Technology

UNIT 14: IT Service Delivery

(Part B)

Window for supervised period:

Monday 24 April 2023 – Monday 15 May 2023

Supervised hours: 8 hours

You must have
Outline_Service_Strategy.rtf,
Define_IT_Services_Catalogue.rtf
IT_Service_Management_Implications.rtf

You will be given
 Information Booklet.

THIS PACKAGE CONTAINS <u>1</u> COPY

A3 Modification 36pt BOLD

You MUST NOT use the standard version of the question paper with this modified question paper.
The modified question paper may contain differences to the standard question paper.
These differences are part of the modification process.

ALL components of the examination that the candidate attempts **MUST** be returned with the **_candidate's_** question paper.

This includes any answer booklets and diagram booklets.

Any component not returned will remain unmarked and could impact on the grade received by the candidate.